

# KanCare Advisor

*This biweekly news bulletin is designed to provide updates on the readiness and implementation of KanCare. Information is published by the Kansas Department of Health and Environment and the Kansas Department for Aging and Disability Services.*

November 7, 2012



## Message from *Director of Medicaid Services, Dr. Susan Mosier...*

Thank you for checking out our biweekly news bulletin. In this second edition, we're excited to tell you about the next big development on the road to KanCare implementation:

member enrollment packets will start to go out in the mail very soon!

As we prepare for the launch of KanCare, I want to highlight the many opportunities and avenues for education that are available to our members, providers and member advocates. We hold weekly KanCare stakeholder status calls every Wednesday at 10:30 a.m. for providers and member advocates. In addition and in response to a request from our first KanCare stakeholder status call, we also have had two "Member/Advocate In-Practice Training" sessions with two more scheduled later this month. The purpose of these sessions is to help better prepare Medicaid service providers, advocacy groups, associations and member support organizations to assist people who have questions about KanCare and to educate their members on the choices available to them. During the last week in November, we will travel across the State for a fourth educational tour. We will be in 12 cities to help educate beneficiaries about what is in their KanCare enrollment packets; details are being mailed to members and are available online. Each health plan/managed care organization has ongoing training sessions for providers. In addition, we continue to hold our monthly external stakeholder workgroup sessions and our bimonthly KanCare Advisory Council meetings. Information on all these opportunities is included here in this bulletin as well as on the KanCare website.

As we continue to move forward, we anticipate there will be many questions. In addition to all the opportunities noted above, those who need assistance can call us at 866-305-5147 or contact one of our new statewide Aging and Disability Resource Centers (ADRCs). To reach an ADRC Options Counselor, call 855-200-ADRC (2372). Thank you again for your continued interest in helping our fellow Kansans in need!

## Upcoming Events

**Weekly Stakeholder Status Calls**—These are held each Wednesday from 10:30 a.m. to 11:30 a.m. The teleconference number or conference code could change, so please check the KanCare website for the correct call-in information. On this call, the State of Kansas and the three health plans provide the updates, followed by an operator-assisted Q&A session. If you miss the weekly call, you can listen to the recording. Learn how at [www.kancare.ks.gov/provider\\_events.htm](http://www.kancare.ks.gov/provider_events.htm).

**Consumer Education Meetings** —The next round of KanCare educational sessions for consumers has now been scheduled. These sessions will take place between Nov. 26 and 29 and will be delivered in 12 cities across Kansas. KanCare enrollment packets are about to reach consumers, so this is the first opportunity for MCOs to meet with their assigned members and provide details about their value-added services:

Nov. 26, Monday: Dodge City, Pittsburg, Topeka  
Nov. 27, Tuesday: Garden City, Independence, Olathe  
Nov. 28, Wednesday: Hays, Wichita, Kansas City  
Nov. 29, Thursday: Salina, El Dorado, Emporia  
For a complete list of locations and times for Consumer meetings, visit:  
[www.kancare.ks.gov/events.htm](http://www.kancare.ks.gov/events.htm).

**Member/Advocate In-Practice Training**—These sessions will aid Medicaid providers and advocates who work directly with the clients, helping our members with KanCare details like choosing an MCO and learning about the new services. Webinars are underway. Two more are scheduled this month—Nov. 14 and 30. Look in the Events section for Providers on the KanCare website for training details and material.

**Health Plan Provider Training** —KanCare training has been developed for providers. Each MCO has its own sponsored educational sessions. To view a complete list of events including times and locations, visit the Provider Events section of the KanCare website.



**Most Provider Manual Chapters Finalized** - As of today, nearly all Provider/Administrative manuals from the three health plans have been approved by the State of Kansas as "final." These manuals contain many chapters, each pertaining to specific provider types and business activities. The outstanding manual chapters are: **Amerigroup**—Dental, Transportation, Physical Health; **Sunflower State Health Plan**—Behavioral Health, Financial Management Services; **United Healthcare**—Behavioral Health, Dental, Durable Medical Equipment. Draft and final versions can be found on the website for each plan.



### **Plans for Hiring People with Disabilities to be Discussed at HCBS Oversight Cmte**

KDADS Secretary Shawn Sullivan and KDHE Health Care Finance Division Director Kari Bruffett are scheduled to discuss with Legislators on Nov. 8 the plans developed by the three KanCare companies to hire Kansans with disabilities. Their testimony with the Home and Community Based Services Committee will include other Legislative reporting on KanCare, to include the status of the Aging and Disability Resource Center and the Pilots for Community Developmental Disability Organizations, CDDOs.

### ***Q & A of the Day***

**Q: How will the State measure the success of KanCare?**

**A:** Health plans will be fully reviewed by the State to ensure the quality and access to care measures were met. An External Quality Review Organization will also make a yearly review of each health plan. The results will be published broadly. This includes information in consumers' annual open enrollment packets and publishing the results on the website and in other media.

**SELECTING A PLAN!** Members will now have **90 days** to make their health plan selection, versus the 45-day choice period in our plan initially. This expanded choice period is a result of our recent in-person meeting with CMS. This choice period begins on the scheduled Jan. 1, 2013, implementation of our new Medicaid program. Also, these 90 days are in addition to any time that members have in reviewing their initial assignment packet during 2012.

The Governor's KanCare Advisory Council meets next on Nov. 13 at the Curtis State Office Building, Room 530, at 2p.m.

**KanCare Advisor** is published biweekly. Please address questions and concerns about this news bulletin and the KanCare website to the KanCare External Communications Team at 785-296-5795 or [msteele@kdheks.gov](mailto:msteele@kdheks.gov).

### **External Stakeholder Workgroups**

There are four external stakeholder workgroups associated with the implementation of KanCare. Each has well-rounded representation from constituency groups and at least one KanCare Advisory Council member. These work groups collaborate with representatives from the KanCare Interagency Implementation Team to address issues impacting Medicaid beneficiaries and providers in Kansas.

### **Next Workgroup Meetings**

**Providers:** Nov. 29, DCF Learning Center, Room D, 9 a.m. to noon.

**Managed Care Organizations:** Nov. 19, DCF Learning Center, Room B, from 10 a.m. to 3 p.m.



### **Member Involvement**

**and Protections:** Nov. 14, Landon State Office Building, Room 9A, 2 to 4 p.m.

**Specialized Healthcare and Network Issues:** Dec. 3, Landon State Office Building, Room 106, 1:30 to 3:30 p.m.

The Meeting Minutes for KanCare External Stakeholder Workgroups can be found at [www.KanCare.ks.gov](http://www.KanCare.ks.gov) in the Advisory Council section.